



# Coordinated Care Initiative in San Diego County

THURSDAY, JULY 10, 2014  
SOCIAL SERVICES ADVISORY BOARD

# Affordable Care Act in California



CalDuals

- Dual Eligibles are a high priority for CMS
- California is one of ~15 states participating in dual demonstration projects
- Project to last 3 years



Expansion



Health Insurance  
Exchange Market



# Coordinated Care Initiative: In a Nutshell

## WHO

- Dual Eligibles
- Medi-Cal Only (SPDs)

## WHAT

- Mandatory Medi-Cal Managed Care
- LTSS Integration (IHSS, CBAS, MSSP & SNF)
- Medicare Integration

## WHERE

- **8 counties:** Alameda, Los Angeles, **Orange**, **Riverside**, **San Bernardino**, **San Diego**, **San Mateo**, Santa Clara

## WHEN

- Began April 1, 2014

## WHY

- Coordinate Care – Person Centered Care
- Reduce Costs – Right Care, Right Time, Right Place

# CCI = Two Big Changes

CCI Change	Description
<b>Mandatory</b> Medi-Cal Managed Care & LTSS Integration	<ul style="list-style-type: none"><li>▪ Duals and previously excluded SPDs must in enroll in Medi-Cal Managed Care</li><li>▪ LTSS added to Medi-Cal Managed Care plan benefit package</li></ul>
<b>Optional</b> Medicare Integration ( <i>Cal MediConnect</i> )	<ul style="list-style-type: none"><li>▪ For duals, passive enrollment of Medicare benefits into Medi-Cal Managed Care plan</li></ul>

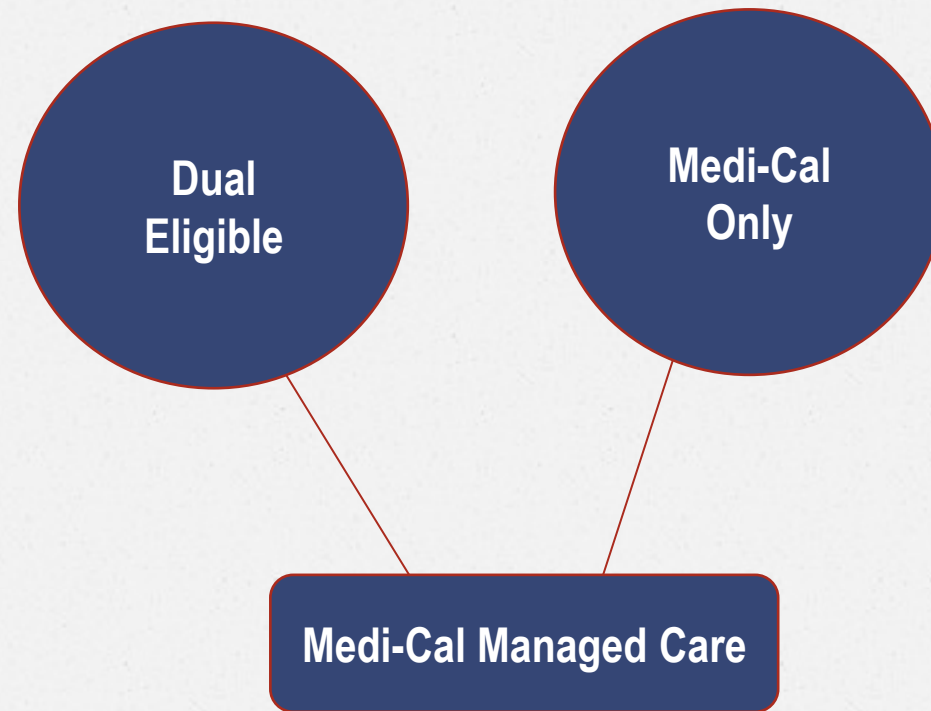


# Medi-Cal Managed Care is Mandatory

Even if a Dual Opt's Out of Cal MediConnect, they must still enroll in Medi-Cal Managed Care

## Medi-Cal Managed Care Benefits

- Same Medi-Cal services beneficiaries currently receive
- Medi-Cal Long-Term Services and Supports (MLTSS) will now be provided through managed care plans



## San Diego County Enrollment Schedule

	Enrollment Date	Medicare & Medi-Cal Status
Cal MediConnect Passive Enrollment	April 2014	Any dual eligible for Cal MediConnect can <b>choose</b> to enroll in a Cal MediConnect Plan at any time beginning April 1, 2014
	May 2014	<b>Full Duals in Medicare FFS and in Medi-Cal Managed Care</b> (All beneficiaries will be enrolled in one month)
	May 2014	<b>Full Duals in Medicare FFS and in Medi-Cal FFS</b> (Beneficiaries will be enrolled by their birth month)
	October 2014	<b>MSSP Beneficiaries Eligible for Cal MediConnect</b> (All Beneficiaries will be enrolled in one month)
	January 2015	<b>Full Duals in a MA plan/Part D LIS &amp; are in either Medi-Cal Managed Care or Medi-Cal FFS</b> (All beneficiaries will be enrolled in one month)
Managed Long Term Services & Supports Mandatory Enrollment	April 2014	<b>Full Duals in Medi-Cal Managed Care plan</b> (benefit added in one month)
	April 2014	<b>Excluded from CMC (ESRD, Kaiser, 1915c waiver) &amp; in Medi-Cal Managed Care</b> (benefit added in one month)
	April 2014	<b>Full Duals in MA beneficiaries or LIS re-assignees in Medi-Cal Managed Care</b> (benefit added in one month)
	May 2014	<b>Full Duals who opt-out of Cal MediConnect and are in FFS Medi-Cal</b> (Beneficiaries will be enrolled by their birth month)
	July 2014	<b>Partial Duals in Medi-Cal Managed Care</b> (benefit added in one month)
	August 2014	<b>Partial Duals in Medi-Cal FFS</b> (Beneficiaries will be enrolled by their birth month)
	August 2014	<b>Full Duals Excluded from Cal MediConnect (ESRD, Kaiser, 1915c waiver) &amp; in Medi-Cal FFS</b> (Beneficiaries will be enrolled by their birth month)
	October 2014	<b>MSSP Beneficiaries in Medi-Cal managed care or Medi-Cal FFS</b> (All beneficiaries will be enrolled in one month)
	January 2015	<b>Full Duals in MA plans or LIS re-assignees in Medi-Cal FFS</b> (All beneficiaries will be enrolled in one month)



# CCI by the Numbers

## Cal MediConnect

County	Cal MediConnect Eligible
Alameda	31,076
Los Angeles	271,072 (200,000 cap)
Orange	57,060
Riverside	34,447
San Bernardino	36,368
<b>San Diego</b>	<b>55,798 (estimate)</b>
San Mateo	10,652
Santa Clara	35,245
Grand Total	526,902 (455,830 with cap)

## MLTSS Numbers

Medi-Cal Managed  
Care Only Enrollees  
**592,000**

San Diego County  
Population (estimate)  
**64,000**

# Medicare & Medi-Cal Today

## MEDICARE

- People 65 or older
- People under 65 with certain disabilities
- ESRD & ALS

## Medi-Cal

- Low-income Californians

### Which program pays for what service?

- Hospital Care
- Physician & ancillary services
- Short-term skilled nursing facility care
- Hospice
- Home health care
- Prescription drugs
- Durable medical equipment

- Medicare cost sharing
- Long-term nursing home (after Medicare benefits are exhausted)
- Long-Term Services and Supports (LTSS)
- Prescriptions and durable medical equipment, and supplies not covered by Medicare

**Medicare + Medi-Cal = Dual Eligible (Medi-Medi)**



# Cal MediConnect Benefits

## Plans Required to Provide

- Medicare A, B, D
- Medi-Cal services including: Vision, Dental, Transportation and LTSS: IHSS, CBAS, SNF, MSSP
- Care Coordination
- Behavioral Health Coordination

## Plans **MAY** Provide

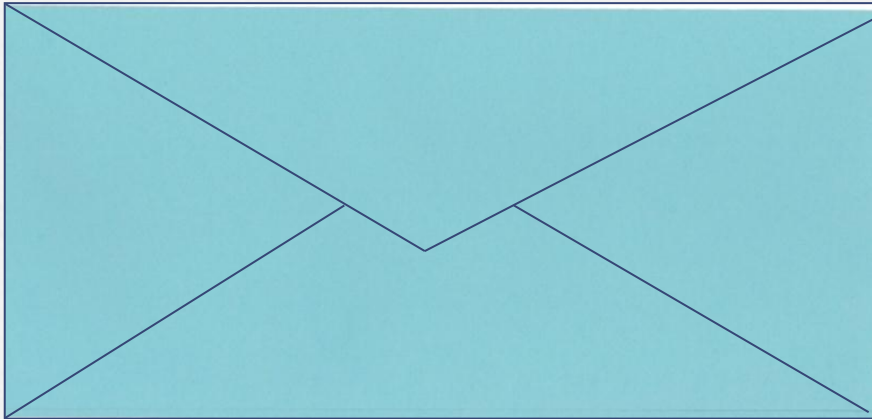
- HCBS-like waiver services
- Extra IHSS
- Respite care
- Home delivered meals
- Home modifications
- Medical response systems
- Non-emergency transportation

## Provided Out of Plan

- Specialty mental health services not covered by Medicare
- Alcohol and drug services not covered by Medicare

Beneficiaries will access these benefits through their Cal MediConnect Plan

# Most Beneficiaries will Receive Three Notices



## 90 Day Notice

- Informational Notice

## 60 Day Notice

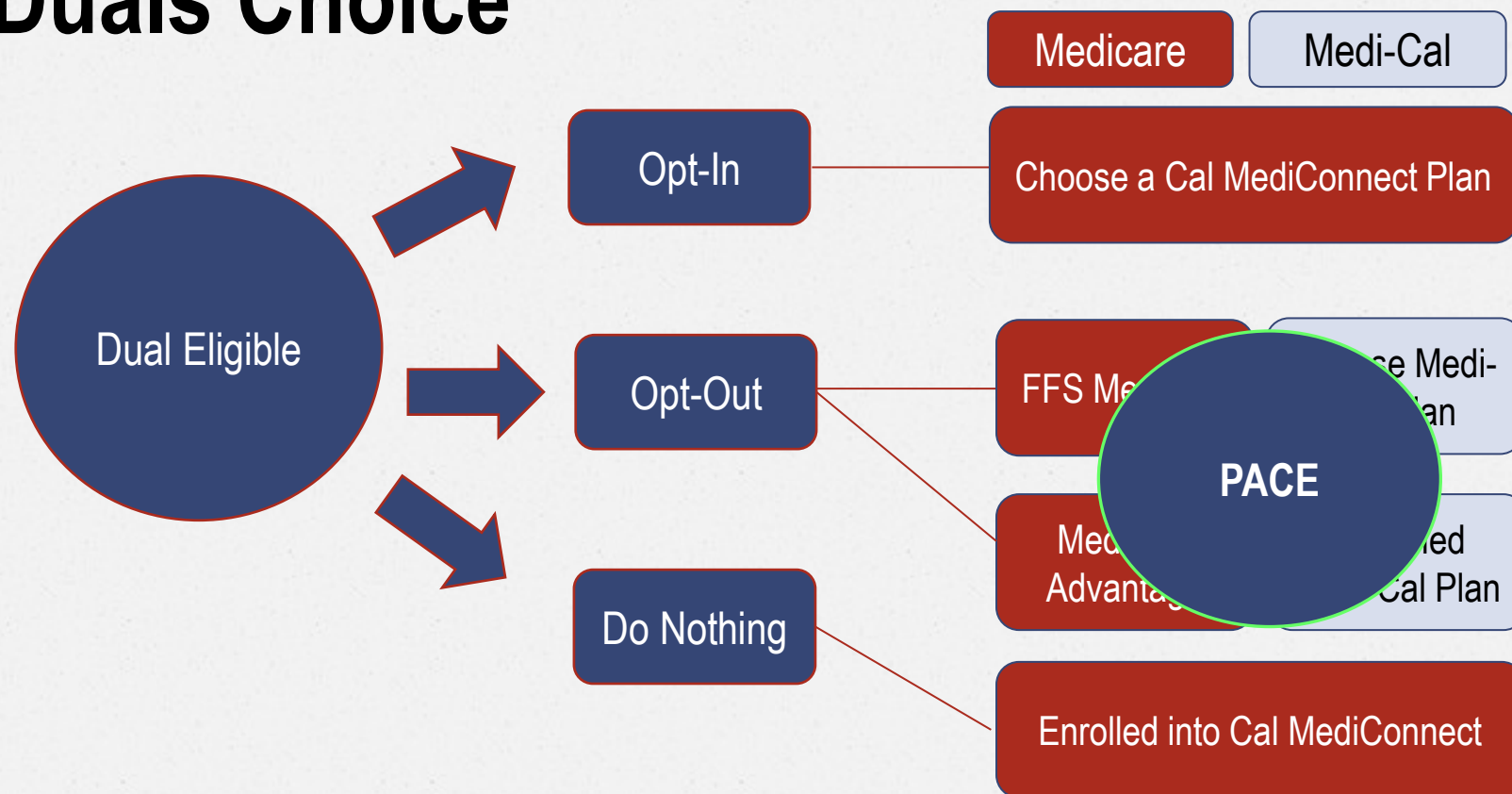
- Notice with Default Plan
- Choice Packet
- Health Plan Guide
- *Provider Directories are available online*

## 30 Day Notice

- Final reminder notice



# Duals Choice



# CCI Health Plan Options

## Cal MediConnect Plans

PACE

- Care1st Health Plan
- Community Health Group
- Health Net
- Molina Healthcare

## Medi-Cal Managed Care Plans

PACE

- Care1st Health Plan
- Community Health Group
- Health Net
- **Kaiser Permanente**
- Molina Healthcare



# The County's Role in CCI/Cal MediConnect

## In-Home Supportive Services (IHSS) – 25,000

- County executed an MOU with the Health Plans to support the provision of IHSS as a managed care benefit.

## Multi-purpose Senior Services Program (MSSP) - 550

- County executed a contract with Health Plans for the provision of MSSP Waiver Services to Plan Members.

## Behavioral Health Services

- County executed an MOA with Health Plans for the provision of Behavioral Health Services - specialty mental health services not covered by Medicare and alcohol and drug services not covered by Medicare.

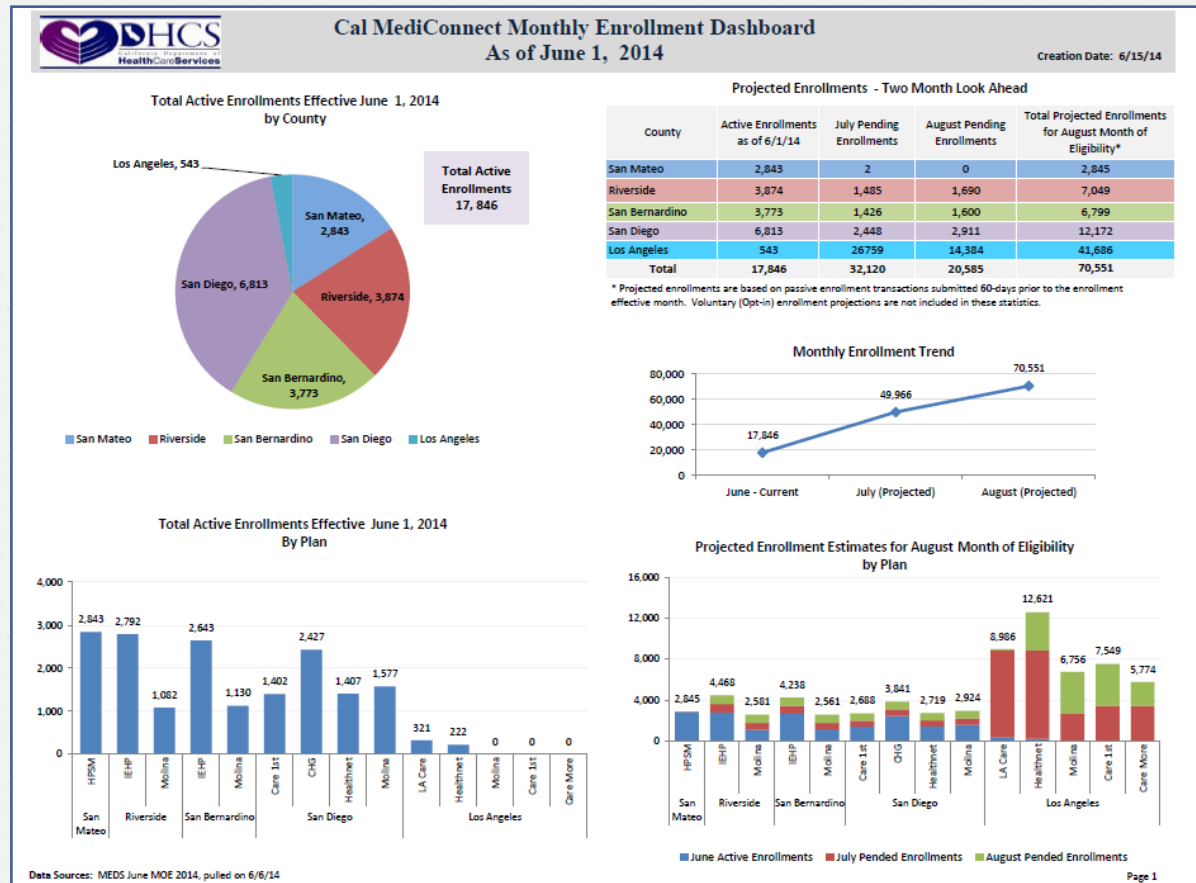
# Cal MediConnect Enrollment Dashboard

San Diego County  
Number of Active  
Enrollments/Month

April  
196

May  
6,045

June  
6,813





# So....How is it going?

## ► Successes

- CCI Advisory Committee
- CCI Communication Workgroup
  - Library Outreach
  - Pharmacy Outreach
  - LTCIP website & CCI ToolKit
- Strong relationships with the Health Plans
- California Collaborative for Long Term Services & Supports

## ► Challenges

- Enrollment Notices
- Consumer Confusion
- High opt-out rate
- Administrative logistics between SNFs and Health Plans
- IHSS Newsletter
- Stakeholder feedback not adequately addressed

# Important Information Contacts



Consumer Center  
for Health Education  
& Advocacy  
**(877) 734-3258**



Health Insurance  
Counseling &  
Advocacy Program  
(HICAP)  
**(858) 565-8772**



Ombudsman  
Program for  
Cal MediConnect  
**(855) 501-3077**



Office of the  
Patient Advocate  
**(866) 466-8900**



Medi-Cal  
Managed Care  
Ombudsman  
**(888) 452-8609**

Cal Duals - [www.calduals.org](http://www.calduals.org)

Senior Citizens Law Center – [www.dualsdemoadvocacy.org/trainings-and-education-materials](http://www.dualsdemoadvocacy.org/trainings-and-education-materials)

Long Term Care Integration Project [www.sdcounty.ca.gov/hhsa/programs/ais/ltcip/cci\\_cal\\_mediconnect.html](http://www.sdcounty.ca.gov/hhsa/programs/ais/ltcip/cci_cal_mediconnect.html)



